

STANDARDS OF PROFESSIONAL CONDUCT COMPLAINT FORM

OVERVIEW

The Certified Manager of Community Associations[®] (CMCA) is a voluntary credential earned by professionals who have demonstrated the fundamental knowledge required to manage homeowner and condominium associations and cooperatives.

The Community Association Managers International Certification Board (CAMICB) requires CMCA's to comply with the [Standards of Professional Conduct](#), which govern their professional activities. Complaints are reviewed to assess adherence to these standards, not to resolve personal or commercial disputes.

Before proceeding, please consider the following:

- **Purpose and Confidentiality:** CAMICB's complaint procedures support professional standards, not private conflict resolution. Confidentiality must be maintained by all involved parties.
- **Preliminary Review:** CAMICB staff may review complaints to ensure they meet procedural requirements, though staff cannot determine if allegations constitute violations of the CMCA Standards.
- **Notification of Case Status:** Complainants are notified at the case's closure. CAMICB will contact you only if additional information is necessary during the review.
- **Role of Board Directives:** Actions by the CMCA based on board directives, if compliant with governing documents, may not constitute standards violations. Disagreements over policy interpretations or board decisions are not, by themselves, breaches of the standards.
- **Allegations of Legal Violations:** Report criminal allegations (e.g., theft) first to law enforcement. If relevant, please include case information. CAMICB may suspend its investigation until relevant legal proceedings are complete.

By submitting this form, you agree to the CAMICB Standards enforcement process, designed to preserve the CMCA credential's integrity.

Complaints filed with CAMICB are governed by the [Enforcement Procedures for the CMCA Standards of Professional Conduct](#).

PROCEDURES TO FILE A COMPLAINT

This process supports the professionalism of the CMCA credential by reviewing potential Standards violations. CAMICB only reviews complaints against individuals who hold an active CMCA credential. Complaints about organizations, management companies, or individuals without this credential cannot be investigated.

To file a complaint:

1. **Complete the Complaint Form:** Complete all fields on the form and submit it with supporting documentation.
2. **Provide a Narrative Summary:** Include a detailed account of the events leading to the alleged violation, reference the Standard(s) violated, and explain how your evidence supports the claim.
3. **Submit Objective Evidence:** Attach all relevant documentation in a single, complete packet. Evidence should be factual, relevant, and directly support the alleged violation, such as contracts, records, or other written materials. Without supporting facts, statements of dissatisfaction or opinions will not meet the evidence requirement. If other complainants corroborate your account, please include their statements in the same submission.
4. **Submission Requirements:** Submit all materials together—CAMICB will not accept additional documents after the initial submission unless specifically requested. Acceptable formats include one physical packet or a single PDF attached to an email. For each complaint filed against multiple CMCA's, submit a separate form and relevant documentation for each individual.
5. **Preliminary Review by CAMICB Staff:** CAMICB staff will conduct a preliminary review to ensure all required materials are included and meet filing criteria but cannot determine if the allegations qualify as Standards violations. Incomplete submissions may be returned with instructions for compliance.
6. **Confidentiality and Disclosure:** CAMICB treats the complaint review process with the utmost confidentiality. Findings and any resulting sanctions will only be disclosed if deemed public in nature per CAMICB procedures. All parties involved must maintain confidentiality throughout the process, per CAMICB policy.

For full details on complaint filing, please review our [Enforcement Procedures](#).

Complaints may be submitted by email or mail to:

CAMICB

Attn: Confidential Complaint

6402 Arlington Blvd., Suite 510 | Falls Church, VA 22042

info@camicb.org | www.camicb.org

STANDARDS OF PROFESSIONAL CONDUCT COMPLAINT AGAINST A CMCA

Submission Date: _____

Contact information for the CMCA against whom the complaint is being filed:

Name: _____

Company: _____

Address: _____

City, State, Zip: _____

Phone Number: _____

Email: _____

Your contact information:

Name: _____

Address: _____

City, State, Zip: _____

Phone Number: _____

Email: _____

What is your business relationship with this individual?

I am a member of the community managed by this person.

I am a member of the Board of Directors of the community managed by this person.

Other (please specify): _____

Have you begun legal action against this individual? Yes No

If yes, please provide detail: _____

Have you filed a complaint about this matter with another agency or organization? Yes No

If yes, please provide detail: _____

CMCA STANDARDS OF PROFESSIONAL CONDUCT

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Indicate which of the Standards of Professional Conduct have been violated. Check all that are in violation. Please provide evidence of the violation(s) in the supporting documentation and narrative summary.

- 1. Be knowledgeable, act, and encourage clients to follow all applicable laws and regulations relevant to community association management and operations.
- 2. Be knowledgeable, comply, and encourage clients to comply with the applicable governing documents, policies, and procedures of the Client Association(s) to the extent permitted by that Client.
- 3. Not knowingly misrepresent material facts, make inaccurate statements or act in any fraudulent manner while representing Client Association(s) or acting as a CMCA.
- 4. Not provide legal advice to Client Association(s) or any of its members or otherwise engage in the unlicensed practice of law.
- 5. Promptly disclose to Client Association(s) any actual or potential conflicts of interest that may involve the manager.
- 6. Refuse to accept any form of gratuity, compensation, or other remuneration from individuals or companies that may improperly influence the manager's decisions.
- 7. Participate in continuing professional education and satisfy all requirements to maintain the CMCA.
- 8. Uphold their fiduciary duty to the Client Association(s) by acting with due diligence, loyalty, and care in all aspects of community management.
- 9. Conduct themselves with professionalism, integrity, and respect when acting within the scope of their employment and in compliance with applicable laws and regulations.
- 10. Recognize the original records, files and books held by the manager are the property of the Client Associations to be returned to the Client at the end of the manager's engagement and maintain the duty of confidentiality to all current and former clients. These materials must be returned to the Client upon request. Maintain confidentiality for all current and former clients and ensure the secure handling of records, including electronic data, in compliance with current data security standards.

Provide the following attachments:

- Concise narrative summary of the complaint
- Proper supporting evidence with clear documentation identifying what makes it evidence

Signature: _____ **Date:** _____